

POSITION DESCRIPTION

EP

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to the Division of Personnel Services.

CHECK ONE:

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NEW POSITION

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EXISTING POSITION

Part I -- Position Information									
1. Agency Name Department For Children and Families				9. Position Number K0163184			10. Budget Program Number 23842		
2. Employee Name (leave blank if position vacant)				11. Present Class Title (if existing position) Human Services Assistant					
3. Division East Regional DCF				12. Proposed Class Title					
4. Section EES				13. Allocation				For Use BY Personnel Office ONLY	
5. Unit Service Center				14. Effective Date		14 b. FLSA Code			
6. Location (Address where employee works) City: Topeka County: Shawnee				15. By Approved					
7. (Indicate Appropriate Time) Full Time X Perm. Inter. Part Time Temp. %				16. Audit Date: By: Date: By:					
8. Regular hours of work. 8:00 AM To 5:00 PM				17. Position Reviews Date: By: Date: By:					
Part II -Organizational Information									
18(a). This position exists to provide program support services for professional staff by assisting customers in acquiring community and agency services, scheduling medical and program appointments, gathering and verifying program and customer information for program eligibility or referrals, and processing program payments.									
19(b) If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position.									
19. Who is the supervisor of this position? (Who assigns work, gives direction, answers questions and is directly in charge.)									
Name		Title				Position Number			
Jenise Hook		Human Services Specialist Supervisor							
Who evaluates the work of an incumbent in this position?									
Name		Title				Position Number			
Same									
20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made. Independent judgement is required in determining methods used within policies and procedures in accomplishing mandated or assigned tasks. Work may be structured involving several steps to complete. Instructions are from manuals, Central Office memorandums, regional director communications, and oral or written directions from supervisor. Assignments are given with enough detail for adequate completion of task.									
d) Which statement best describes the results of error in action or decision of this employee?									
<input type="checkbox"/>		Minimal property damage, minor injury, minor disruption of the flow of work.							
<input checked="" type="checkbox"/>		Moderate loss of time, injury, damage or adverse impact on health and welfare of others.							
<input type="checkbox"/>		Major program failure, major property loss, or serious injury or incapacitation.							
<input type="checkbox"/>		Loss of life, disruption of operations of a major agency.							

21. Describe the work of this position using this page or one additional page only. (Use the following format for describing job duties:) What is the action being done (use an action verb); to whom or what is the action directed (object of action); why is the action being done (describe the result or outcome expected); *How is the action expected to be performed (describe the manner, methods, techniques or procedures in which the task is currently performed). For each task state: Who reviews it? How often? What is it reviewed for?

Number Each Task and Indicate Percent of Time and Identify each function as essential or marginal by placing an E or M next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incidental or minimal part of the position.

<u>Number</u>	<u>Percent</u>	<u>E or M</u>	
<u>1.</u>	<u>45</u>	<u>E</u>	<p><u>Program Support:</u></p> <p>Provides program support for multiple programs by assisting professional staff in the coordination of services in order to facilitate the achievement of individual case plans and fulfill agency requirements. Provides in-home family support services, makes telephone collateral contacts to obtain timely program related information, and completes various case management activities and maintains integrity of customer information to ensure that agency goals are met.</p> <p>Check referral list daily for new referrals so staff will have necessary information to open a new case. Processes all referrals by accessing mainframe systems. Gathers and disseminates information for staff. Sets appointments and sends out appointment letters for staff. Gathers necessary program information to be forwarded to SRS contractors</p> <p>Registers applications or referrals for services by thoroughly inquiring on the KAECSSES, KANPAY, KMIS, KSCARES, FACTS, and /or Birth Record network systems to determine if there is existing case. Prepares and records locally issued medical cards. Enters data on program computer systems at the direction of staff. Completes Service Authorization form on KMIS to request information for medical and non-medical services. Verifies, enters, updates, and terminates third party resource information by contacting insurance companies and employers, and coding accurate data on the MMIS system as requested. Issue new and replacement EBT cards. May reserve agency and access site conference rooms on Groupwise. Access additional computer interface systems such as Vehicle Registration, EATSS, FACTS to check birth records and complete BARI and BASI cross matches as requested by staff. Mails review applications for TAF, Food Assistance, Medical, and Child Care assistance. Uses SAR to print pending application lists and due/overdue redetermination lists for staff to ensure no overdue reviews for assistance. Maintains data bases and spreadsheets as directed by professional staff for service or program evaluation. Conducts and scores CASAS and SASSI assessment tests which are needed for program assignments.</p>
2.	20	E	<p><u>Customer Service:</u></p> <p>Provides a high level of customer service to customers to assist in the provision of efficient and effective agency services to meet the needs of various customer groups. Tasks may include, but are not limited to, assisting customers connect to language line and utilizing special communication equipment (TDD), obtain reasonable accommodations where appropriate, and acquire the necessary services they need (No Wrong Number). These tasks require that the employee maintain an excellent knowledge of program processes and community resources and assist customers even if it means working beyond regularly scheduled work hours.</p> <p>Facilitates communication between customers and professional staff by identifying purpose of phone and in-person contacts, making appropriate referrals to agency staff and/or community resources, and taking detailed telephone messages in order to ensure effective and timely communication.</p>
3.	30	E	<p><u>Administrative Support:</u></p> <p>Provides administrative and clerical support to the unit in order to relieve supervisor and professional staff of administrative details. Prepares file folders for new cases, organizes and maintains case files, and maintains case file rooms. Collects, prepares, and sends cases requested for State and Federal review and for out of county transfers. Sends and retrieves faxes for staff. May assist staff by composing letters. Receives, date stamps, sorts, and distributes incoming mail. Envelopes not identified for a person or division are opened, date stamped, and distributed. Receives and prepares outgoing mail to meet mail schedule and may apply postage using an electronic postage meter.</p> <p>Serves as a back-up to office reception staff and other HSA staff.</p>

4. 5 E

Teamwork and Communication:

Serves as a supportive member of the Service Delivery team and exhibits characteristics of a team player by contributing in any way possible to the effective and efficient operation of the work unit. Communicates in a manner that is respectful and beneficial to the team both informally through day-to-day interaction and formally, through regular team meetings. Offers assistance to other team members whenever necessary and may serve on study groups or quality improvement teams in order to enhance processes, procedures and outcomes for consumers. Remains open to organizational change and assists others in overcoming their resistiveness to such change.

ALWAYS GREET CUSTOMERS WITH A SMILE

*The description of how the work is to be performed does not preclude the consideration of reasonable accommodation(s) for qualified persons with a disability.

22. List the consequences of not performing the essential functions of this position as identified in Section 21.

Failure to complete work as assigned could greatly disrupt work flow for other staff within the unit and also adversely affect the overall welfare and well being of both internal and external customers. The issuance of customer benefits may be delayed resulting in hardship for the customer.

22. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position.

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

Lead worker assigns, trains, schedules, oversees, or reviews work of others.

Plans, staffs, evaluates, and directs the work of employees of a work unit.

Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b. List the names, class titles, and position numbers of all persons who are directly supervised by employee on this position.

Title	Position/KIPPS Number
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24. For what purpose, with whom and how frequently are contacts made with the public, other employees, or officials?

Position involves daily contact by telephone or in person with both internal and external customers. Explains agency programs, application process, and agency/customer responsibilities to customers and other interested persons. Works directly with customers in assessing their needs even though the discussion may be sensitive in nature and the customer uncooperative or skeptical.

25. What hazards, risks or discomforts exist on the job or in the work environment?

Employee may encounter hostile or upset individuals who may on occasion threaten or inflict physical harm. Prolonged daily use of a computer may cause some physical discomfort and eye strain. A high level of stress may exist in performing duties due to the need to meet deadlines and program or resource limitations that may increase work load.

26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used.

Computer, calculator, typewriter, telephone system, copy machine, fax are used on a daily basis. On occasion, individual may have to operate a state car or a TDD.

Part III --Education, Experience and Physical Requirements Information

27. Minimum Qualification as Stated in Kansas Class Specifications

High school diploma or equivalent

28. SPECIAL REQUIREMENTS

- A. State any additional qualifications for this position that are necessary to perform the essential functions of the position. (License, registration or certification).

B. List any skill codes or selective certification required for this position. Selective certification must first be approved by the State Division of Personnel Services

C. List preferred education or experience that may be used to screen applicants.

Three years experience of Reception clerical work

Two years experience/education on computer systems in word processing, spreadsheets, etc

Two years experience in Customer Service in a Human Service Setting.

29. Describe the physical characteristics of the job as they relate to essential functions (focus on results, not methods of obtaining results).

The work requires light physical exertion. The employee works at a desk, requires the use of a personal computer, telephone, and frequently interacts with individuals for the purpose of providing information. The employee may be required to perform handling activities with light weight or easily moved items such as files and boxes of office supplies and copier paper. Bending and stooping are required to retrieve or file case files from file cabinets or shelving units.

30. Describe any methods, techniques or procedures that must be used to insure safety for equipment, employees, clients and others

Use of ergonomic prevention tactics are encouraged including the use of appropriate chair and work surface height adjustment, keyboard height adjustment in relation to forearm, hand, leg, and torso posture. Employees are instructed to maintain environmental awareness during work hours to avoid or otherwise prevent unsafe situations and unsafe person contact.

PART IV - Signatures

Signature of Employee

Date

Signature of Personnel Official

Date

Signature of Supervisor

Date

Signature of Agency Head or
Appointing Authority

Date